



The Secaucus Housing Authority is seeking to hire a
Resident Services Coordinator.

Please see the job description below. If you are interested in applying, please send a letter of interest and resume to Christopher Marra at Christopher@secaucusha.org. The Authority will accept applications through Friday, June 16, 2023.

Resident Services Coordinator

EXEMPT (Y/N): No

SALARY LEVEL: \$35,000

SHIFT: Day Shift 8:30 a.m. to 4:00 p.m.

LOCATION: 700 County Avenue

UNION AFFIL: SPEA – White Collar unit

SUPERVISOR: Executive Director

Benefits: medical, dental, vision, life insurance & pension, 401k

Housing Authority of Town of Secaucus, Secaucus, NJ

Secaucus Housing Authority

The Secaucus Housing Authority (SHA) is an autonomous authority established by the Town of Secaucus in accordance with the requirements of the Local Authorities Fiscal Control Act. Our programs are primarily funded by the U.S. Department of Housing & Urban Development (HUD). It is our principal mission to provide decent, safe and sanitary housing to lower income residents who meet the program's guidelines.

The SHA manages and operates three senior housing complexes which are subsidized under the federal Section 8 Project Based Voucher (PBV) Program. SHA also manages the Housing Choice Voucher (HCV) Program. HCV (Also known as Section 8 program) is designed to help income eligible families pay rent to their private landlords. Finally, SHA manages two affordable housing developments in Secaucus owned by a not-for-profit agency.

Position Overview: The Residents Services Coordinator is responsible for initial and ongoing engagement of residents with the Authority's three properties. The Resident Services Coordinator is also responsible for assisting in the administration, monitoring, and oversight of resident files and records; resident's annual recertification; and other administrative tasks as maybe required in support of SHA's operations.

Nature of Work:

- Administration of all activities related to current residents
- Assist in maintaining all SHA resident files.
- Responds to residents and visitors at front desk. Delegate those interested in public housing to the Project Based Voucher (PBV) Coordinator and clients of the Housing Choice Voucher (HCV) Program to the HCV Coordinator.
- Assist the office in answering telephone inquiries about SHA programs & services and the Town of Secaucus Affordable Housing Program.

- **Recertification**

Responsible for the timely and accurate completion of annual recertifications. The position will maintain a recertification schedule and all recertifications are completed within the time frame mandated by the SHA. The delivering of tenants' initial recertification notices and the recertification document package including a recertification questionnaire, income and asset verification forms for tenants to sign and return for processing. The position is responsible for obtaining income and asset verifications from the tenant or third party sources and preparing the final documents for tenant signatures including the lease addendums.

- Communicates with maintenance staff on repair requests/service from SHA residents and residents living in property's managed by the SHA
- Communicates policies and regulations as established by the SHA, in an effective manner to to all residents.
- Conduct Annual Tenant Assessments for all residents in the 275 apartments. This program includes having residents update their yellow emergency medical information card, verify they possess their social security/Medicare cards, and confirm current prescriptions/dosages and emergency contact information.
- Identify and recruit community resources to assist residents. These include, but are not limited to municipal, county, and state agencies, not-for-profit organizations and private healthcare providers. Establish, build, and maintain partnerships with relevant organizations and individuals and assure that plans are in place to link residents with opportunities and resources.
- Coordinate activities with outside agencies as required, such as in the planning of the SHA's Annual Health Fair, guest speakers or other special events.
- Provide communication format such as newsletters, calendar, flyers for upcoming activities, etc. for the senior communities.
- Serve as a liaison and advocate for residents.
- One-on-One engagement with residents to assist residents coping with personal challenges as requested.
- Provide SHIP counseling to residents of the SHA's three properties.
The State Health Insurance Assistance Program (SHIP) provides free help to New Jersey Medicare beneficiaries who have problems with, or questions about their health insurance. Medicare beneficiaries frequently have questions about benefits and claims, supplement policies, and long-term care insurance. Volunteer counselors, trained in areas of health insurance coverage and benefits that affect Medicare beneficiaries, provide information and assistance for dealing with claims and in evaluating health insurance needs.
- Provide residents assistance in applying for Pharmaceutical Assistance to Aged and Disabled (PAAD) and other programs for financial assistance where the resident is eligible.

- Assist SHA Resident/Tenant Associations, where they exist, in the following manner:
 - a) Planning, implementing, monitoring and evaluating activities and programs
 - b) Assist residents in identifying ways to raise funds to support activities
 - c) Conducting effective and productive meetings and encouraging volunteers
- Assist and work with SHA Staff in the collection of payments from tenants for repairs.
- Manage the ID card system for employees and residents, as well as entry door system at The Elms.
- Make daily announcements over building's PA systems and telephone calling program regarding upcoming events, ongoing programs in Community Rooms, etc.
- Distribute commodities to eligible residents of the Authority's three properties.
- Update and publish an annual Emergency Responder List which records the names and apartment numbers of mobility challenged residents, i.e., wheelchair, walkers, shut-ins, •oxygen, etc. who reside the SHA's three properties.
- Produce annual inspection forms for each maintenance person and their respective property
- Sort and distribute incoming mail and prepare mail for being sent out.
- Assist Executive Director with administrative matters related to purchasing and reconciling invoices and their back-up documentation (packings slips, work completed slips, etc.)
- Other administrative office duties as may be required.

Experience, Education & Additional Requirements:

- Associates Degree or equivalent work experience may be substituted for education.
- 4 – 6 years of experience working in an office environment
- Excellent verbal and written communication skills in English, bilingual Spanish is a plus. Must have solid math skills, as well.
- Possess strong computer skills in Microsoft applications including Word, Excel and various other database systems.
- Must be able to handle high-volume, fast-paced work with tremendous attention to detail in the midst of multi-tasking, being organized, and meeting multiple deadlines.
- Possess excellent interpersonal and customer service skills in dealing courteously and tactfully with the public and other personnel. Maintain confidentiality when dealing with the public sector

- Ability to apply common sense, understanding, and independent judgment to carry out instructions furnished verbally or written form.
- Due to the nature of the environment must maintain the confidentiality and secrecy of all information received or discerned in the department

Employee responsibility to SHA

- Present a professional image as a representative of SHA;
- Establish and maintain effective professional working relationships with co-workers, management, partner agencies, tenants and the community;
- Fulfill all duties and responsibilities with a high level of integrity, honesty and adherence to agency policies and rules;
- Maintain a high degree of confidentiality relative to work performed.

The Secaucus Housing Authority is an Equal Opportunity Employer